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Established 1958

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Dear Inala residential families and carers,

We hope you are all healthy and well.

Thank you once again for your ongoing support during these challenging times. We appreciate the messages we have received and your understanding of the difficult decisions we continue to make. As you know we have the best interests of all your loved ones and Inala staff at the forefront of our minds at all times.

NSW Health information

We continue to review and monitor information from NSW Health – since our communication last week we have not received any additional information as it specifically relates to residential care providers.

In their letter on 10th August NSW Health indicated they will review the LGA list at the end of August. We will keep you informed of any new information that comes to hand and the implications for Inala.

Changes to home life

With changes to some of the usual home activities, Accommodation staff have been working hard to implement alternate activities and to ensure everyone is exercising and engaged in home life. We are once again relying on technology to stay in touch with families and friends. We encourage you to keep in touch with your loved one with a phone call, via zoom or another preferred method of communication.

Among the Accommodation Management and Health Care Team we have established a daily 'welfare check-in' for clients and staff in each of our 14 homes. The aim of this 'check-in' is to maintain regular contact, catch up and have a chat and to keep engaged with everyone on a regular basis as we have limited our face to face contact.

As outlined in previous communications, we are sorry but unfortunately visitors to Inala residents will be unable to take place until further notice.

Re-designed services

As you know, from Monday this week, all residents have been supported in or from their home environments for Day services and work. They are supported with familiar Day service staff with transition assistance from Accommodation staff.

We are very pleased to say there has been a smooth transition to this changed way of working, helped by the fact that clients and staff had a very similar experience earlier this year during the April/May period. Those that are more anxious with the transition are calmed by the familiarity of support staff.

We are continuing to provide interesting and stimulating activities, art and craft programs and music. These have been developed with client consultation to ensure individual personal interests are taken into consideration to maintain routines, skills and meaningful enjoyment as much as possible during these changed times.

We are also incorporating outdoor programs (including exercise and visits to parks) as much as possible.

As outlined last week, each house, as a group, will also be able to spend some time in a designated room in a Day service (eg Dulkara) to participate in a particular activity on a pre-scheduled day. This will be pre-arranged to limit interaction between non house mates. We believe these initiatives are an important part of managing each individual's mental and physical health and well-being.

Thank you for your continued support and trust

We ask that you please continue to be vigilant and practice social distancing, good hygiene and limit your community interactions in identified LGAs and suburbs. Also follow Government guidelines on wearing masks in areas where you cannot socially distance, particularly in indoor areas and on public transport.

As always, if you have any questions or concerns please contact us. We wish to reassure everyone that our positive pro-active planning is in place to ensure the wellbeing and peace of mind for all our Inala community.

We will continue to do our utmost that each person connected with Inala continues to be supported as fully and safely as possible and we implement measures to help ensure each person's physical and mental wellbeing.

Thank you for your continued support and understanding during this challenging time.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer

Advice and guidance from NSW Health for people who live in or have visited the following LGAs or suburbs:

LGAs	Suburbs
<ul style="list-style-type: none">• Hornsby• Hills District• Camden• Campbelltown• Canterbury-Bankstown (Bankstown part)• Liverpool• Newcastle• Parramatta• Waverley• Woollahra	<ul style="list-style-type: none">• Merrylands• Fairfield• Guildford• Sydney• Surry Hills• Darlinghurst• Woolloomooloo• Potts Point• Rushcutters Bay• Elizabeth Bay• Centennial Park